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Subject: RE: CC&B Energy Assistance payments

Date: Wednesday, August 15, 2018 12:02:02 PM

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Hi Melissa,

We have similar scenarios so we configured a custom nightly reallocation batch job to reallocate credits-between SAs linked to the same accounts within the same debt class. In these scenarios CC&B creates a transfer adjustments to reallocate the SA credit towards the SAs with owing balances.

We did have to let accounting know that the transfer adjustments were moving monies from water 'G/L SA bucket' to wastewater 'G/L SA bucket' and vice versa.

I hope this helps

We can take this offline if you want to discuss more, just let me know.

Thanks,
Heather S. Hallett
Business & Systems Support
Customer Services Bureau
525 Golden Gate Ave., 3rd floor
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San Francisco Water, Power and Sewer | Services of the San Francisco Public Utilities Commission

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From: Melissa Ortman (ALLETE) [mailto:mortman@allete.com]
Sent: Wednesday, August 15, 2018 10:40 AM
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Subject: CC&B Energy Assistance payments

Hello everyone –

I'm looking to learn how other companies manage the receipt of energy assistance payments to customer accounts in CC&B especially in a multi-utility scenario. For example, a customer is billed for electric, gas, and water and receives a $1000 energy assistance payment that can only be applied to the gas SA. The $1000 payment causes a credit on the gas SA, but the customer still owes on electric and water.

If you would be willing to have a call with me on how you configured CC&B to handle these or similar scenarios, please contact me.

Thank you,

Melissa Ortman
Programmer Analyst Senior
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